User's Guide

RIM 950 Wireless Handheld

Version 1.7

RIM 950 Wireless Handheld™ User's Guide

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FCC compliance statement (USA)

FCC Class B Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause interference harmful to radio communications.

There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Certification

This device complies with Industry Canada RSS 119.

IC Class B compliance

This device complies with the Class B limits for radio noise emissions as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.

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Important safety information

Remember to follow any special regulations governing the use of the RIM 950 Wireless Handheld and always switch it off in areas where radio devices are forbidden, or when it may cause interference or danger. Any safety laws and regulations pertaining to the use of cell phones and two-way radios will likely apply to your use of the handheld. We encourage you to follow such laws and regulations at all times. In particular, please observe all restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, where blasting operations are in progress or in any other area in which restrictions on radio transmissions are imposed.

The RIM 950 Wireless Handheld is not an FAA-approved electronic device for use on aircraft. Switch off the handheld when in an aircraft. The effect of the use of the handheld in an aircraft is unknown. Such use may affect aircraft instrumentation, communication and performance, may disrupt the network, and may be illegal.

Operation of any radio transmitting equipment, including the handheld, may interfere with the functionality of inadequately protected medical devices, including pacemakers. Consult a physician or the manufacturer of the medical device if you have any questions. Additionally, the effect of the radio signals from the handheld on other electronic systems, including those in your car (such as electronic fuel-injection systems, electronic anti-skid braking systems, and electronic cruise-control systems) is unknown and malfunction of these systems may result.

Avoid using the handheld in any environment requiring your full attention, such as when driving a vehicle. If your package includes a a cradle, do not use it as a means of storing your handheld while in a vehicle. When using a cradle, make sure that it is a cradle that RIM has supplied for that particular use of your handheld. Do not

use any cradle, charging unit or any other accessory that is not manufactured or supplied by RIM or an authorized RIM accessories supplier. Use of any accessory that is not supplied or approved for use by RIM is not permitted.

Use only those battery types specified in this User's Guide. The use of any other may disable the handheld and may be dangerous. Discard the handheld properly. As the unit contains a lithium ion cell, neither the handheld nor the lithium ion cell (nor the AA battery) should be disposed of in fire. Dispose of the handheld containing the lithium ion cell in accordance with the laws and regulations in your area governing disposal of such cell types. Similarly, dispose of AA batteries in a responsible manner. Contact RIM if you have any questions concerning disposal of the handheld, the lithium ion cell, or the AA battery.

Failure to observe all these instructions will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

Welcome

The RIM 950 Wireless Handheld is a powerful computer with full-featured Address Book, Calendar, and Task List software. Unlike other personal information management (PIM) products, the RIM 950 Wireless Handheld includes an integrated wireless modem.

The pocket-sized handheld features a 31-key QWERTY keyboard, a customizable 6 or 8-line LCD, and a unique trackwheel so that you can navigate and communicate with ease.

If you would like to extend the capabilities of your RIM 950 Wireless Handheld, contact your service provider about Desktop Software. Desktop Software can synchronize your contacts, appointments, and tasks between your PC and the handheld. You can also backup any important information from the handheld to your PC, and load new applications to the handheld, using a convenient Windows interface.

Get ready to experience the power of messaging with your handheld using functions such as:

- **Messages**: Receive, read, reply to, compose, forward, lock, and delete messages.
- **Compose**: Create and send messages to Internet email addresses, fax machines, telephones, one-way pagers, and other handhelds.
- **Locked Messages**: Store messages for future viewing.
- **Search Messages**: Locate messages in seconds with the powerful search tool.
- **Address Book**: Store your personal directory of contact information, such as multiple phone and fax numbers, and

email addresses. Enter notes for individual contacts and search the database to find specific contacts.

- **Calendar**: Keep track of appointments using either Calendar or Agenda view.
- **Tasks**: Add, edit, delete tasks, and mark tasks as complete.
- **Alarm**: Set the alarm on the handheld to sound daily.
- **MemoPad**: Compose, edit, and delete notes, memos and lists.
- **Calculator**: Perform basic mathematical operations.
- **Options**: Customize the way in which the handheld notifies you of new messages; set the password; add, edit, and delete AutoText entries; set the current date; program the automatic on/off feature.
- **Lock**: Lock the handheld with a password security screen so that only you can use it. (This function is only visible in the **Home** screen after you have set a password.
- **Turn Wireless Off / Turn Wireless On**: Turn the handheld's radio off when it may interfere with other radio communications, such as during a flight. Turn on the radio again to send and receive messages.
- **Power Off**: Turn off the handheld at night or on weekends if you wish.

Note Handhelds with 1 megabtye of memory may not support all of the functions listed above.

About this guide

This guide explains how to get started with the handheld, and provides tips for composing messages quickly and easily. Detailed descriptions of and instructions for the handheld's operational

functions are included, as well as answers to many frequently asked questions.

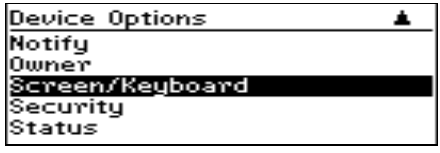
Note	Notes will appear in this format and contain additional information to help you perform the task being described.

Tip	Tips provide information about performing tasks and offer different options to perform tasks.

A summary, including a list of relevant tips, appears at the end of each chapter.

The handheld has two display options: Large Font and Small Font. Throughout this guide, the graphics depicting the handheld's LCD show the Large Font option.

The "Frequently asked questions" chapter will help you further with your handheld.



Large Font

Small Font

About Research In Motion

RIM is a world leader in the mobile communications market. Our current product portfolio includes mobile email solutions, wireless handhelds, and wireless modems.

RIM has a history of developing breakthrough wireless data solutions. Our products are based on industry-leading technologies, providing the best in radio coverage, small size, high performance and long battery life. They offer the freedom of mobility and the ability to stay in touch with people and information. And as people discover new uses for wireless data technology, RIM will continue to address their needs and help them discover new frontiers in wireless data.

1

Get to know your handheld

This chapter will help you get acquainted with your handheld before you start sending and receiving messages.

Handheld components

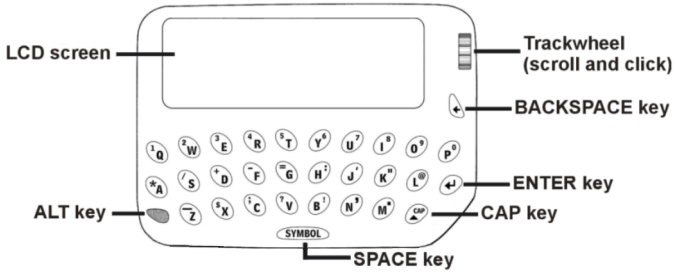


Figure 1: Front view of handheld

Here are some details on the handheld's main components:

LCD screen

The LCD screen is your interface with functions such as composing and reading messages, setting tasks and appointments, viewing and editing contact information, customizing device options, and performing basic mathematical calculations. The **Home** screen displays the current signal strength and battery level of the handheld.

You can increase the readability of the LCD by using the backlighting feature. To activate backlighting, press the orange ALT key three times in a row. The backlight will shut off automatically if you do not press any keys or use the trackwheel for more than 10 seconds.

Keyboard and trackwheel

The 31-key QWERTY keyboard provides access to all of the regular alphabetic characters; numeric characters, a symbols library, punctuation, and special characters can be generated using the orange ALT key in combination with the other keys. For easy typing, hold the device in both hands and use your thumbs. Roll and click the trackwheel for navigation and selection.

Trackwheel

The trackwheel on the handheld has a unique feature for greater usability and performance: it clicks! Pressing down on the trackwheel with your thumb is comparable to the clicking function of your PC mouse. Click the trackwheel to turn on the handheld, open menus, and select functions and menu options.

Battery compartment

The handheld operates on one AA alkaline battery located in the battery compartment at the back of the handheld. See page 37 for information on battery life and replacement.

Holster (belt clip)

A holster, equipped with a belt clip, accompanies the handheld. While in the holster, the handheld is protected and wearable. You can choose different forms of message notification based on whether the handheld is in or out of the holster.

When you receive a new message and remove the handheld from the holster within five seconds, notification (based on how you've

set it) stops and the most recently received message will be open. If you pull the handheld out of the holster and quickly replace it, notification stops but the message will remain marked unread. See page 31 for information on notification options.

Serial port

The serial port on the bottom of the handheld fits into the prongs of the docking cradle (available from your service provider). You can connect the docking cradle to your PC to use the Desktop Software (available with the Desktop Synchronization package).

Turning on your handheld

When you receive your handheld, insert a new AA alkaline battery. See page 37 for more information on inserting the battery.

1. Click (press down) on the trackwheel. The **Home** screen appears, from which you can select any of the handheld's main functions.

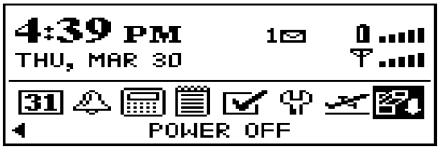
2. Using the trackwheel, scroll through the icons to view the functions. The name of each function appears below the row of icons.

3. To select a function, scroll to the appropriate icon and click the trackwheel to open that function's screen.

Tip	You can also select a function by pressing the underlined character in the function's name. For example, press M for Messages.

Turning off the handheld

In the **Home** screen, scroll to the **POWER OFF** icon and click.

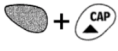


Description of keys

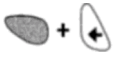
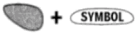
The following chart describes special keyboard and trackwheel combinations that will help you navigate, compose messages, and configure the options on the handheld.

Key	Function
TRACKWHEEL	**Scrolling and selecting** • Roll the trackwheel with your thumb to scroll up and down through screen lines, fields, and menu items. • Click (press down) the trackwheel with your thumb to open menus and select options, similar to the click function of a mouse used with your PC.
	Scroll through accented characters • When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters / characters with accents. When the desired character appears, release the letter key.

Key	Function
ALT key	**ALT characters and backlighting** The orange ALT key activates the numeric and symbol characters, printed in orange above the alphabetic keys. • Press the ALT key once to affect the next character you type. Press and hold the ALT key while you type to affect all characters. • Press the ALT key three times to activate backlighting. An 'A' icon appears in the top right corner of your screen when the ALT key is active.
	Horizontal scroll and changing options • Hold the ALT key while you roll the trackwheel to move the cursor horizontally across screen lines. • Hold the ALT key while you scroll the trackwheel to toggle through field options.

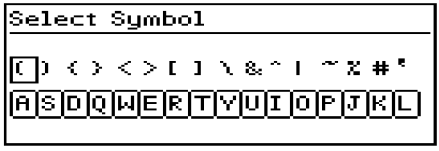
Key	Function
	NUM lock • Press SHIFT+ALT to activate num lock mode. Any key that you press in the upper row will be typed in its numeric form. Press SHIFT again to return to regular mode. An 'N' icon appears in the top right corner of your screen when num lock mode is activated. If you leave num lock activated and return to the **Home** screen, you will not be able to select icons using the trackwheel. You must turn off num lock before you can use the trackwheel to select icons.
 SHIFT key	**Capitalize alpha characters** • Press the SHIFT key once to capitalize the next character that you type. • Press and hold the SHIFT key while you type so that all letters are capitalized. An 'up arrow' icon appears in the top right corner of your screen when the SHIFT key is activated.
	**CAPs lock** • Press ALT+SHIFT to activate caps lock mode. Any key that you press will be typed in upper case. Press SHIFT again to return to lower case mode.

Key	Function
	Select multiple messages • Hold the SHIFT key while rolling the trackwheel in the **Messages** screen to select more than one message. You can delete or save these messages, of mark them read or unread.
 ENTER key	**Carriage returns, select highlighted items** • Press the ENTER key to insert a regular carriage return, moving your cursor to a new line. • Press the ENTER key to select the highlighted item. Instead of clicking the trackwheel to select the item, you can press the ENTER key to perform your task.
 BACKSPACE key	**Delete previous characters, ESC function** • Press the BACKSPACE key to move the cursor backwards and delete characters to the left of the cursor position. • The key also enables you to hide (close) a menu or cancel an action, similar to a typical ESC key. • Press the BACKSPACE key repeatedly to return to the **Home** screen.

Key	Function
	**Delete characters ahead of cursor, delete messages** • Press ALT+BACKSPACE while composing a message to delete the selected character only. • Press ALT+BACKSPACE in the **Messages** screen to delete the selected message. If you scroll to a date in the **Messages** screen and press ALT+BACKSPACE, a message appears to asking if you wish to delete all messages prior to that date.
 SPACE key	**Insert a space, scroll through field options** • Press the SPACE key to insert a space between characters while you type. • Press the SPACE key to insert the '@' and '.' characters in email fields. • Press the SPACE key to toggle through field options.
	**Open symbols library for extra characters** • Press ALT+SPACE to open the **Select Symbol** screen, from which you can insert the symbol you need.

Symbols screen

As described in the chart above, you can press ALT+SPACE to open the **Select Symbol** screen. The following characters are available for you to insert into your message:



To select a symbol, either scroll to a symbol and click, or press the associated alpha key under the desired symbol. You will return to your message with the symbol inserted.

LCD interface

The handheld's LCD screen is composed of the **Home** screen, function screens that are launched from the **Home** screen, and menus within each function. Icons are used throughout for message status, handheld status, and navigational aid. The following sections provide details on the handheld's screens, menus, and icons.

Backlighting

Press the ALT key three times to activate backlighting. Backlighting is disabled after 10 seconds if you do not press a key or move the trackwheel.

Function screens

The function list appears on the **Home** screen in a row of icons. To open a function's screen, scroll to an icon and click the trackwheel (or, press the underlined character in the function name).

Home screen

The following chart shows each function icon and describes the corresponding function:

Icon	Description
Messages	Receive, read, reply to, compose, forward, save, and delete messages.
Compose	Type and send messages using one of five send methods: email, phone, fax #, 1-way pager, or Interactive Handheld (handheld-to-handheld).
Locked Messages	Store important messages for future reference.
Search Messages	Locate messages in seconds with the powerful search tool.
Address Book	Store your personal directory of contact information, such as multiple phone, fax numbers, and email addresses. Use the Search function to locate a specific contact.
Calendar	Keep track of appointments using either Agenda view or Calendar view.
Tasks	Add, edit, delete tasks, and mark tasks as complete.

Icon	Description
Alarm	Set the alarm on the handheld to sound daily.
MemoPad	Compose, edit, and delete important notes.
Calculator	Perform basic mathematical operations.
Options	Customize the way the handheld notifies you of messages; set the password; customize Autotext; set the date/time; program the automatic on/off feature.
Lock	Lock the handheld with a password security screen so that only you can gain access to it. This icon will only appear on the **Home** screen after you have set a password.
Turn Radio Off/ Turn Radio On	Turn the handheld's radio off when it may interfere with other radio communications, such as during flight. You will not be able to send or receive messages until you turn the radio on again.
Power Off	Turn off the handheld whenever you prefer not to receive messages, which also conserves battery power. All queued messages will be delivered to your handheld once you turn it back on.

Function menus

Menus provide a list of options for the current function. You can open a function screen's menu by clicking the trackwheel; the menu appears on top and covers approximately half of the screen's width.

Address Book function menu

Icons and graphical tools

Home screen components

The **Home** screen appears when you turn on the handheld. It is your starting point for using the handheld's functions.

Home screen display

In any of the function screens, press the BACKSPACE key repeatedly to return to this **Home** screen. See page 23 for more information about each function.

Handheld status icons

These icons appear on the handheld's LCD screen to indicate battery power, coverage levels, and keyboard modes.

Icon	Description
	Battery power indicator
	Coverage strength indicator
	Data is being sent
	Data is being received
	ALT key mode is activated
	SHIFT key mode is activated
	NUM lock mode is activated
	Unread messages waiting

Message status icons

These icons appear on the handheld's LCD screen to indicate the status of pending, sent, and received messages.

Icon	Description
	Message is being sent.
	Message has been sent out to the network.
	Sent message has been delivered (appears only when using the one of the following send methods: Interactive Handheld, Phone, Fax #, 1-way Pager).
	Sent message has been read by recipient (appears only when using Interactive Handheld as the send method).
	Message pending (will be sent later)
	Composed message has been saved (not sent yet)
	Unread message transmission error
	Message returned, message transmission error
	New, unread message has been received.
	Message has been read.

Icon	Description
	Status of the message is high

Navigational icons

These icons appear on the handheld's LCD screen to indicate positions within fields, lists, menus, and screens.

Icon	Description
	Indicates the cursor position
	You are at the bottom of a menu or screen; scroll the trackwheel up to view more items.
	You are at the top of a menu or screen; scroll the trackwheel down to view more items.
	You can scroll the trackwheel up or down to view more screen or menu items.
	You can scroll the trackwheel left or right to continue viewing icons on the functions list.

Selecting Options

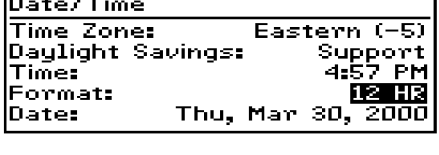
The handheld provides alternate methods of performing the same function (e.g. using hotkeys instead of the trackwheel). In particular, there are four ways to change the configurable options on your handheld. These alternatives apply to all screens where you can change options, such as **Date/Time**, the **New Appointment**, or the **Daily Alarm** screens.

- **Use the menu.** While in an option field, click to view the menu. Scroll to Change Options and click. A dialog box appears where you can scroll through your options. Once you reach the option you prefer, click the trackwheel. After setting all of the options in the screen, click to view the menu. Scroll to Save Options and click.
- **Use** ALT **+ roll.** Hold the ALT key while rolling the trackwheel to scroll through the options. Release the ALT key once you reach your desired setting.
- **Use the keyboard.** You can press the letter or number which represents your choice. For example, if you are in a time field, press the number of the hour that you want to specify.
- **Use the** SPACE **key.** You can use the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference. This method is used throughout the guide.

Setting the date and time

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to Date/Time and click. The **Date/Time** screen appears. Scroll to the field that you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.



3. Click the trackwheel to view the menu. Scroll to Save Options and click.

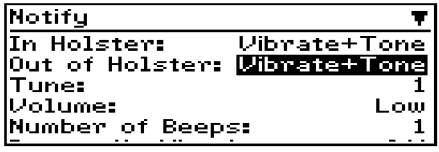
You return to the **Device Options** screen.

Setting message notification

You can customize the way the handheld notifies you when you receive a message. See page 118 for more information on notification settings.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. From the **Device Options** screen, scroll to Notify and click. Scroll to the field that you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.



3. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen.

Using password protection

By setting a password for your handheld, you ensure greater security against others using the handheld.

You can specify the length of time that the handheld is idle before the password security screen appears. When the handheld is left

idle for that amount of time, you will need to type your password to use the handheld.

You can also manually activate the password security screen by selecting the Lock function from the **Home** screen. You should lock your handheld if you leave it unattended.

If you do not want the password security screen to appear, you must disable your password in the **Security** screen.

If you have entered information in the **Owner** screen of the **Options** function, it will appear on the password security screen. We recommend that you include your contact information (or your company's) in case you mispace the handheld.

WARNING If an incorrect password is entered 10 times, all information will be erased from the handheld for security reasons.

To enable password protection

You should set a password so that no one else can use your handheld.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. In the **Device Options** screen, scroll to Security and click. The **Security** screen appears. While in the Password field, press the SPACE key to enable the password. A dialog box appears, prompting you to type a minimum 4 character password. Press ENTER when you are finished. You will have to enter your password again to verify it.

3. In the Security Timeout: field, set how much idle time should pass before the password security screen will appear. Press the SPACE key to scroll through your options. Release the space key once you have set the field to your preference.

You return to the **Device Options** screen.

Note

Once you have set a password, you need to enter it to use the **Security** screen again. In addition, if you turn off the handheld with the password security screen enabled, you will need to enter the password once you turn on the handheld again.

Once you have set a password, you will see the **LOCK** icon on the **Home** screen. Select the Lock function to activate the password security screen.

To lock the handheld

Once you have enabled your password in the **Security** screen, you can lock the handheld whenever you like. An icon of a key will appear on the **Home** screen.

1. In the **Home** screen, scroll to the **LOCK** icon and click.

2. The password security screen will appear and you will need your password to use the handheld.

Note	The information that you entered in the **Owner** screen of the handheld options will appear on the password security screen. If you did not enter any information, default information appears. See page 120 for more information on the **Owner** screen.

To disable password protection

Once you disable your password, the password security screen will no longer appear.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to Security and click. A dialog box appears asking you to type your password. Once you do so, press ENTER to open the **Security** screen.

3. While in the Password: field of the **Security** screen, press the space key to change the password option to Disabled.

4. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Device Options** screen.

Summary and tips

In this chapter, you learned about the various components and features of the handheld. You've also covered the basics like setting the date and time, setting message notification, and enabling

password protection. Equipped with this knowledge, you're now ready to start sending messages.

Getting to know your handheld - Tips

- Press the first letter of an item in an options list, menu, or choice list to jump directly to the item.
- Press Y to select Yes in a pop-up dialog box.
- Press N to select No in a pop-up dialog box.
- Press C or BACKSPACE to select Cancel in a pop-up dialog box.
- Press ALT and click the trackwheel to select an icon. Roll the trackwheel to move the icon, then click the trackwheel to "drop" it into a new position.

2

Start sending messages

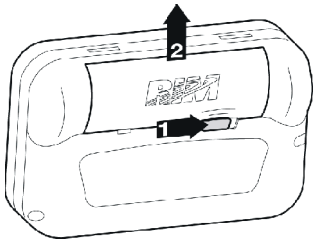
Now that you're more familiar with the handheld, you can start sending and receiving messages. The following steps will help you get started:

1. Install a new battery
2. Turn on the radio
3. Send a test message
4. Set a password to protect your handheld.

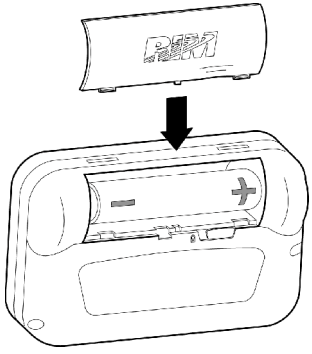
Installing the battery

Depending on usage, the handheld can operate for weeks using a single AA alkaline battery. The handheld will work best if you use a standard, high quality alkaline battery. We recommend against using Lithium AA batteries or ULTRA batteries. These types of batteries will provide the same amount of battery life as an alkaline, but they cost more. The handheld is a "low drain" device that optimizes the power of a standard alkaline.

1. To remove the battery cover, slide the lock to the right and pull the cover up and off.



2. Once you have removed the battery cover, you can remove the old battery and insert a new battery. When inserting the new battery, make sure that the battery connectors are aligned for the correct polarity. The handheld will vibrate and beep if the battery has not been inserted properly.

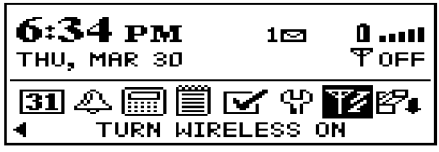


Note If your handheld does not turn on after you have inserted the AA alkaline battery, then either the AA alkaline battery is too low or the internal lithium battery of the unit is discharged. Allow the AA alkaline battery to recharge the internal lithium battery by leaving the handheld turned off for 6 to 8 hours. See page 125 for more information on troubleshooting battery issues.

Turning on/off radio

When you first receive your handheld, the wireless radio will be turned off, and the handheld cannot communicate over the wireless network. You must turn on the radio before you can send and receive messages.

In the **Home** screen, scroll to the **TURN WIRELESS ON** icon and click.



You will notice that the **TURN WIRELESS ON** icon is an antenna, but when you select this icon, the function name changes to **TURN WIRELESS OFF** and the icon changes to an airplane. The airplane icon is a reminder to turn off your handheld's radio when on an airplane, in a hospital, or any place that it may interfere with other radio transmissions and frequencies. The icon will change back and forth depending on whether the wireless radio is on or off.

There should be two messages in your **Messages** screen when you first receive your handheld to introduce you to your handheld and some of its basic features.

Sending a message

You can send a message to an existing contact or add a new contact while composing your message.

Tip You can also start composing a message from the **Messages, Address Book**, or **Locked Messages** screens. Click the trackwheel to view the menu. Scroll to Compose Message and click. Follow steps 2-5 below to compose and send your message.

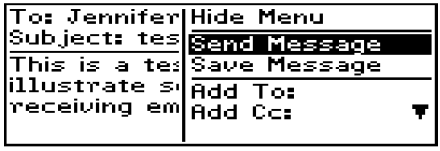
1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. In the **To:** screen, click the trackwheel to view the menu; scroll to New Address and click. (Once you have entries in your Address Book, you can scroll to a name. See page 84 for more information on adding Address Book entries.)

3. In the **New Address** screen, enter your own email address information and press ENTER after each field.

4. Click the trackwheel to view the menu. Select Save Address by clicking again. You return to the **To:** screen with your new contact selected. Click the trackwheel to view the menu where you select Email as your send method.

5. Type a subject line and press ENTER to begin typing your message. When you are finished composing your message, click the trackwheel to view the menu; select Send Message by clicking again.



The **Messages** screen shows a list of message headers for each message you've sent/received; the header includes the time sent or received, the recipient or sender, and the subject line. You will see one of the following icons to the left of the message header to indicate message's status.

Message is being sent

Message has been sent out to the network

Message is pending (will be sent later). This icon will appear if you are out of a coverage area or the network is busy.

See Chapter 3 for more information in composing and sending messages.

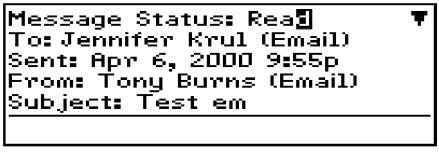
Reading a message

When the handheld receives a new message, follow these steps to read it.

1. From the **Home** screen, select the **MESSAGES** icon.

2. In the **Messages** screen, scroll to the new message (the message header with an unread message icon beside it) and click to view the menu. Select Open Message by clicking again. (Open messages quickly by double-clicking the trackwheel.)

3. The new message appears on your screen. Scroll down to read the entire message. Scroll up past the subject line of the message to view the message status, recipient(s), sender, and date.



4. Click the trackwheel to view the menu, then scroll to your next option. See Chapter 4 for more information on receiving and reading messages.

Note If you slide the handheld out of the holster within five seconds of notification, the notification stops and the most recently received message will be open. If you pull the handheld out of the holster and quickly replace it, notification stops but the message will remain closed and marked unread. See page 31 for more information on setting message notification.

Summary

You've just sent and received your first wireless message! In this chapter, you learned how to install the battery, turn on the radio, and send and receive messages. You are now ready to learn more about sending and composing messages.

3

Composing and sending messages

In the previous chapters of this guide, you learned about your handheld's main components, and the general procedures required for sending and reading messages. This chapter explains the different features that the handheld offers for advanced composing and sending capabilities.

Setting message options

You can change the message options for all message types: received, saved, and sent. You can choose:

- **Display Time:** shows the time the message was sent or received.
- **Display Name:** shows the name of the sender or the recipient.
- **Confirm Delete:** confirms deletion of messages.
- **AutoRead:** opens a new message automatically when the handheld is removed from the holster.
- **AutoRead Timer:** indicates how long a new message will remain open while in the holster. The maximum amount of time is 3 seconds.

To set message options

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. In the **Messages** screen, click the trackwheel to view the menu. Scroll to Options and click.

3. The **Message List Options** screen appears. Scroll to the field that you would like to set and press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

4. Click to view the menu. Scroll to Save Options and click.

You return to the **Messages** screen.

Note You can also change the message options in the **Locked Messages** screen.

Choosing a send method

When sending messages, choose from the following send methods:

- **Use Email:** select the contact's email address.
- **Use Fax #:** select the contact's fax number.
- **Use Phone:** select the contact's phone number.
- **Use 1-way Pager:** select the contact's pager number.
- **Use Interactive Handheld:** select the contact's Interactive Handheld address.

To choose a send method:

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. The **To:** screen appears. Scroll to a contact's name and click. A menu appears, listing the send methods available for that contact.

3. Scroll to the send method of your preference and click.

Setting current message options

You can set the following message options for the message that you are currently composing without affecting the default settings for all messages.

Confirm Delivery: set whether or not you want to be notified when the message has been successfully delivered to its recipient(s). If you set this field to Yes, you will receive notification when you are using one of the following send methods: Interactive Handheld, 1-way Pager, Fax #, Phone.

Read Ack: set whether or not you want to be notified when the message has been read by the recipient(s). If you set this field to Yes, you will receive notification when you are using Interactive Handheld as the send method.

Priority: set whether or not to mark messages that you send to other Interactive Handheld users with a priority setting, which indicates that the message is urgent.

To set current message options

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. In the **To:** screen, while composing a message, click to view the menu. Scroll to Options and click.

3. The **Current Message Options** screen appears. Scroll to the field that you would like to set, then press the SPACE key to change the option.

4. Click to view the menu. Scroll to Save and click.

You return to the **To:** screen.

Sending handheld-to-handheld messages

When you select Interactive Handheld as your send method, you can send messages to other handhelds and receive confirmation that the recipient has received and read your message. To use Interactive Handheld as a send method, one of the following items must be entered in the Interactive Handheld: field of your contact's address information:

- the recipient's user name
- the PIN assigned to the subscriber for use with the Automated Response Centre
- the PIN assigned to the subscriber's handheld

To send a handheld-to-handheld message:

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. The **To:** screen appears. Scroll to and click an existing contact's name for which you have a user name included in the contact's information.

3. Click the trackwheel to view the menu. Scroll to Interactive Handheld and click.

4. Type a subject line and press ENTER to begin composing your message. (If you selected Use Once in step 2, you will be prompted to type the recipient's Interactive Handheld address information.)

5. Once you have finished composing your message, click the trackwheel to view the menu. Scroll to Send Message and click.

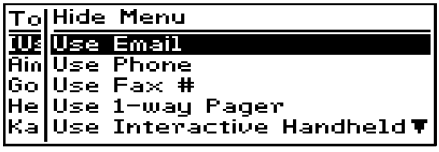
You return to the **Messages** screen where a checkmark will appear to indicate that the message has been sent. Depending on how you configured the current message options for the sent message, the checkmark will change to a "D" when the message has been delivered to the recipient(s), and the "D" will change to an "R" when the message has been read by the recipient(s). See page 45 for more information on setting current message options.

Sending one-time messages

This send option is a short-cut method and the recipient's address will NOT be saved in your Address Book.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. The **To:** screen appears. Scroll to [Use Once] and click to view the menu. Select a send method. (For this exercise, select Use Email.)



3. The **One Time Email** screen appears and you can type your contact's email address. Click the trackwheel to view the menu and select Continue by clicking again.

4. Type a subject and press ENTER to begin typing your message. When you are ready to send the message, click the trackwheel to view the menu. Scroll to Send Message and click.

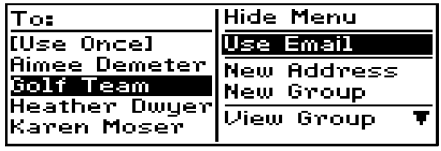
From the **Messages** screen you can view the sent message's status.

Sending messages to a group

You can send a message to a group of recipients using one address. See the 'Address Book' chapter for more information on adding a group address to your Address Book.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. In the **To:** screen, scroll to the group name and click the trackwheel. From the menu, select Use Email as the send method.



3. You return to the **To:** screen where the group is added to your list of recipients. Type your subject in the Subject field and press ENTER to begin composing your message.

4. When you have finished composing your message, click to view the menu. Scroll to Send Message and click.

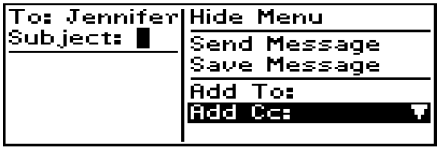
Note When you add more than one recipient to a message, the same send method must be used for all. By default, the send method selected for the first recipient will be used for all.

Sending messages to multiple contacts

You can send a message to more than one recipient and choose whether recipients are addressed directly (To:), carbon copied (Cc:), or blind carbon copied (Bcc:). See the 'Address Book' chapter for instructions on how to add contacts to your Address Book.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

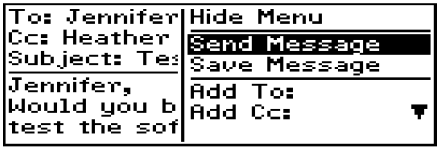
2. In the **To:** screen (after selecting a main recipient and a send method), click the trackwheel to view the menu. Click either Add To:, Add Cc:, or Add Bcc:. (For this exercise, select Add Cc:.)



3. The **Cc:** screen appears, listing all of your contacts' names. Scroll to a name. (Alternatively, you can type the first letters of your contact's name to start a search and then scroll to the name.) Click the trackwheel to view the menu, then scroll to Continue and click.

4. You return to the **To:** screen where the additional recipient appears in the list. Type your subject in the Subject: field and press ENTER to begin composing your message.

5. When you have finished composing your message, click to view the menu. Scroll to Send Message and click.



Note When you add a recipient to your message, the same send method must be used for all. By default, the send method selected for the first recipient will be used for all.

Creating a response list

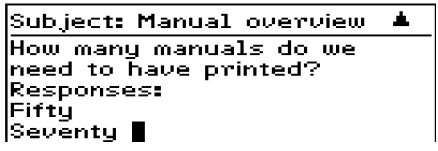
You can compose a message that contains a list of statements from which another RIM 950 user can choose when replying to your message.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. While composing a message, type a question in the message body that requires a response, then press ENTER.

3. Type Responses:, then press ENTER to move to the next line.

4. Type the first response option, then press ENTER. Continue to create your list of responses, pressing ENTER after each response option.



5. When you have finished composing your message, click the trackwheel to view the menu. Scroll to Send Message and click.

See page 67 for more information on how to reply to a messages containing a response list.

Customizing the auto signature

Your handheld can be configured to automatically attach text at the end of the messages you send. This text can be your name, company, contact information, or any other information that you want recipients to see at the end of your messages. The text you specify as your Auto Signature will not appear in the copy of the message that you send.

1. In the **Home** screen, scroll to **OPTIONS** and click.

2. In the **Device Options** screen, scroll to User Profile and click. The **User Profile** screen appears. While in the Auto Signature

Enabled: field, press the SPACE key to enable auto signature, then press ENTER.

3. In the Auto Signature: field, type the information that you would like recipients to see at the end of your messages.

4. Click the trackwheel to view the menu. Scroll to Save Options and click.

To disable auto signature

1. In the **Home** screen, scroll to **OPTIONS** and click.

2. In the **Device Options** screen, scroll to User Profile and click. The **User Profile** screen appears. While in the Auto Signature Enabled: field, press the SPACE key to disable auto signature.

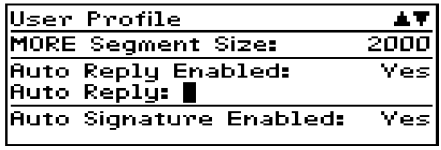
3. Click to view the menu. Scroll to Save Options and click

Sending an Auto Reply message

You can configure your handheld to send an Auto Reply message whenever you receive a message.

1. In the **Home** screen, scroll to **OPTIONS** and click.

2. In the **Device Options** screen, scroll to User Profile and click. The **User Profile** screen appears. While in the Auto Reply Enabled: field, press the SPACE key, then press ENTER.



3. In the Auto Reply: field, type the information that you would like recipients to see in the Auto Reply message.

4. Click the trackwheel to view the menu. Scroll to Save Options and click.

Attaching Address Book entries

You can send an Address Book entry as an attachment.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. While you are composing your message, click the trackwheel to view the menu. Scroll to Attach Address and click.

3. The **Attach:** screen appears, listing all your contacts' names. Scroll to a contact and click to view the menu. Scroll to Use Address and click.

4. You return to the **To:** screen and you can see that your message now contains an Address Book attachment. Click the trackwheel to view the menu. Scroll to Send Message and click.

See page 84 for information on how to add a new Address Book entry.

Using AutoText

The handheld's AutoText function automatically replaces text you type with pre-programmed text. You can increase how quickly you compose messages by using AutoText. By configuring the default AutoText entries and adding new ones for your specific needs, you can use AutoText to:

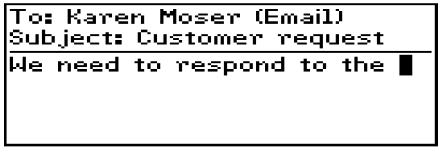
- Automatically correct commonly misspelled words.
- Automatically replace abbreviations and acronyms with complete words.
- Automatically insert commonly-used strings of words into a message by typing only one keyword.
- Automatically insert punctuation and symbols into your message without using the ALT key or symbols library.

Note There are several shortcuts built into the AutoText function for inserting macros into messages. These shortcuts include inserting the time, date, etc. See page 56 for more information on the AutoText macros.

How AutoText works

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. While composing your message in the **To:** screen, type the text ‘hte’. The text ‘hte’ is a default AutoText entry that tells the handheld to automatically replace the text with the correctly spelled word ‘the’.



3. As soon as you press the SPACE key, the correct spelling replaces the error.

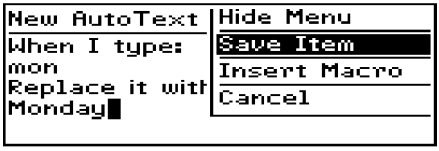
To add a new AutoText entry

You may want to customize your AutoText database by adding specific AutoText entries.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to AutoText and click. The **AutoText** screen appears with a list of default AutoText entries. Click to view the menu. Scroll to New Item and click. You will be prompted with two fields: When I type: (for the keyword) and Replace it with: (for what should appear instead).

3. Type the keyword and replacement text in each field, then click the trackwheel to view the menu. Select Save Item by clicking again.



You can test your new entry by typing the keyword while you compose your message.

To add a new AutoText entry using a macro

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to AutoText and click. The **AutoText** screen appears with a list of default AutoText entries. Click to view the menu. Scroll to New Item and click. You will be prompted with two fields: When I type: (for the keyword) and Replace it with: (for what should appear instead).

3. After you have typed information in the first field, scroll to the Replace it with: field and click to view the menu.

4. Scroll to Insert Macro and click. In the **Insert Macro** screen, scroll to a macro and click. The list of macros includes: Short date, Long date, Short time, Long time, Owner name, Owner info, Backspace, Delete, and %.

5. Once the appropriate replacement text is in the Replace it with: field, click the trackwheel to view the menu. Scroll to Save Item and click.

The new AutoText entry will appear in the AutoText entries list in alphabetical order. When you enter this AutoText entry into a message and press the SPACE key, the corresponding macro is inserted into your message.

To edit an AutoText entry

You may wish to change a pre-programmed AutoText entry to suit your needs.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, scroll to the entry you would like to edit. Click the trackwheel to view the menu. Scroll to Edit Item and click.

3. The **Edit AutoText** screen appears. Press ALT while you roll the trackwheel to scroll horizontally while you make your edits. Type your changes to the current entry.

4. Click the trackwheel to view the menu. Scroll to Save Item and click.

You will return to the **AutoText** screen where you can view your recent changes.

Note	You can also edit AutoText entries from the **To:** screen with the main recipient selected. Click to view the menu. Scroll to Edit AutoText and click.

To delete an AutoText entry

If you do not wish to keep an AutoText entry (either a default entry or one that you added), you can delete it.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

1. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, scroll to the entry you would like to delete. Click the trackwheel to view the menu. Scroll to Delete Item and click.

2. A dialog box appears asking if you want to delete the entry. Scroll to Yes and click.

You return to the **AutoText** screen and the entry no longer appears in the list.

To perform an AutoText search

Rather than scrolling through your list of AutoText entries, you can perform a search to find an entry quickly.

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to AutoText and click. In the **AutoText** screen, type the first letter or first few letters of the entry you would like to find. For this example, type the letter ‘t’. (The screen header will display the word Find, followed by the letter ‘t’.) The AutoText list will isolate all entries beginning with the letter ‘t’. Scroll to the desired entry, or type additional characters to isolate entries further.

3. Scroll to the correct entry then click the trackwheel to edit or delete the entry.

Automatic formatting

The handheld's built-in formatting capabilities extend beyond the AutoText function to reduce your typing time.

Auto capitalization

As you compose a message, you do not have to worry about pressing the SHIFT key to capitalize words — the handheld has two methods of performing capitalization for you.

- Begin typing; you will see that the first letter you type is capitalized automatically and that every letter following a period becomes capitalized too. The handheld recognizes the beginning of a new sentence and does the work for you.
- If you want other characters to be capitalized, press and hold the character key until it becomes capitalized. You must have the Key Rate option set to either Slow or Fast for this feature to work (i.e., Key Rate must be enabled). See page 120 for more information on the Screen/Keyboard options.

Auto punctuation

You can automatically insert a period at the end of a sentence or word by pressing the SPACE key twice. The next letter you type will be capitalized.

Email fields

You can type an email address in the Email field of the **Address Entry** screen without pressing the ALT key.

Begin typing an email address; instead of pressing ALT + L to insert the '@' sign, simply press the SPACE key. The '@' sign appears. When you press the SPACE key again, a '.' character appears.

To insert a blank space into the Email field, press BACKSPACE and then press SPACE again. A blank space appears in the field. The next time you press the SPACE key, the '@' sign appears.

Number fields

You can type numbers in the Interactive Handheld, BlackBerry PIN, Work, Home, Mobile, 1-way Pager, and Fax fields without pressing the ALT key.

Begin typing a number in one of these fields and instead of pressing the ALT key to access numeric keys, simply press the associated character key. For example, to display the number '4', press the 'R' key. These fields support all numeric characters and the '-', '+', 'x' and '.' characters without pressing the ALT key.

Number lock

You can activate number lock (num lock) mode to type numbers without holding down the ALT key. Press SHIFT + ALT. Num lock mode is activated and you can enter numbers in any screen. Press SHIFT or ALT again to turn off num lock mode

Inserting symbols

You can enhance your messages by inserting symbols from the handheld's symbols library.

Note	You can insert symbols into screens other than **To** (such as the **Address Entry**, **Search Options**, and **AutoText** screens) by following these steps.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. In the **To:** screen, press ALT+SPACE to view the **Select Symbol** screen.

3. Use the trackwheel to scroll to the symbol you would like to insert into your message, then click to insert the symbol.

You return to your message in the **To:** screen and you can see that your symbol has been inserted.

Tip	You can also insert international/accented characters into your messages. Press and hold a letter key while rolling the trackwheel to scroll through international/accented characters. When the desired character appears, release the key.

Summary and tips

In this chapter, you learned more about composing and sending messages. You have also been introduced to time-saving features such as automatic formatting and AutoText. In the next chapter you'll learn about reading and receiving messages.

Composing and sending messages - Tips

- Press C to create a new message while in the **Messages** screen.
- Press ALT and roll the trackwheel to scroll horizontally in any field where you can enter or view text.
- Press SPACE to insert the "@" and "." characters in an Email field.
- Press SPACE twice to insert a period while composing a message (the letter following the period will automatically be capitalized.)
- Type the first letters of the name or the initials separated by a space to find a specific contact in the To: field.

Composing and sending messages - Tips

- Press ALT + SHIFT to turn on caps lock mode (press shift again to turn it off).
- Press and hold a letter to capitalize it (only works with Key Rate enabled).

AutoText

- Press br + SPACE to enter an open angle bracket.
- Press ld + SPACE to enter the current date.
- Press lt + SPACE to enter the current time.
- Press rb + SPACE to enter a closed bracket

4

Receiving and reading messages

In this chapter, you will learn about your options for received messages, how to retrieve more of a long message, how to reply to a message containing a response list, and how to manage file and Address Book attachments.

When you receive a new message, the handheld will display visual notification on the **Home** screen and will provide other notification, depending on how you have set your notification options.

Received message options

Once you have read a new message, click the trackwheel to view your options.

Mark Unread — Mark the current message unread.

Lock Message — Save the open message. A copy of the message will be placed in the **Locked Messages** screen. See page 71 for more information on how to lock messages.

Reply to Message — Send a reply to the sender of the open message, but the original text of the message is not included. (See the “Reply with Text” option below.)

Reply to All — Send a reply to all recipients of the message.

Forward Message — Forward (send) the open message to another contact. If an attachment is included with a message, it will be forwarded with the message.

Reply with Text — Send a reply to the sender of the open message. The text of the original message appears below your reply. All of the original message is sent, even if it was truncated on your handheld.

Reply to All with Text — Send a reply to all recipients and include the text of the original message as part of the reply.

Delete Message — Delete the open message.

Show Qualified Address — Show the SMTP (full email) address of the recipient or sender. This option is only available when you have your cursor in the From: or To: field of the open message.

Show Friendly Name — Show the first and last name of the sender or the recipient. This option is only available when you have your cursor in the From: or To: field of the open message with the Qualified Address showing.

Add to Address Book — Add the sender of the message to your Address Book. See page 68 for more information on adding contacts to your Address Book from messages.

Previous Message — Close the current message and open the previous message in the list.

Next Message -- Close the current message and open the next message

Next Unread — Close the current message and open the next unread message.

Receiving long messages

Occasionally, you may receive a message exceeding the maximum size currently allowed by the network. You can receive the rest of your message by following this procedure:

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Open a message. If the message is too large to view at one time, you will see the message "More available" at the end. The remaining number of bytes in the message is also listed. Click to view the menu. Scroll to More and click.

3. More of your message will appear at the end of the open message. You can also return to the **Messages** screen and you will be notified when the handheld receives the next part of the message. (For this exercise, return to the **Messages** screen.)

4. When more of the message arrives, it will be marked unread again. In the **Messages** screen, scroll to the unread message and open it by pressing the ENTER key. Press G to resume reading the message where you last left off.

Note The amount of additional data that you receive at the end of your message depends on the amount set in the MORE Segment Size: field in your User Profile. See page 123 for more information on the User Profile.

You can also choose to receive the rest of your message by selecting More (All) from the open message's menu.

Forwarding long messages

You can configure the handheld so that messages over a specific number of kilobytes will be forwarded to another email address. By default, the handheld is set to receive complete messages of up to 16, 000 kilobytes (approximately 16, 000 characters).

1. In the **Home** screen, scroll to the **OPTIONS** icon and click.

2. In the **Device Options** screen, scroll to User Profile and click. In the Fwd Address: field, type the email address that will receive messages larger than the maximum size that you specify in the Fwd Messages Over: field.

3. In the Fwd Messages Over: field, press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

4. Click the trackwheel to view the menu. Scroll to Save Option and click.

Sending file attachments

If you have received a message on your handheld that has a file attached, you can send this message to someone else to open.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Open a received message that has a file attachment. The name of the attachment and the size of the file will appear at the end of the message.

3. Click the trackwheel to view the menu. Scroll to Forward Message and click. Select a recipient and a send method. You can type a message before you click the trackwheel to view the

menu and select Send Message. The sent message will include the file attachment.

You return to the Message List and you can view the sent message's status.

Replying to a message containing a response list

Another RIM 950 user can send you a message that contains a response list. You can choose one of the responses as your reply message.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. In the **Messages** screen, scroll to the new message and click. The message contains a question that requires a response.

3. Click the trackwheel to view the menu. Scroll to Reply and click. A dialog box appears with a list of responses for you to choose from.

4. Scroll to the desired response and click.

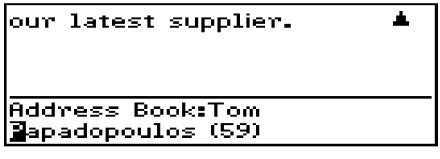
You return to the **Messages** screen and you can see that your reply has been sent.

Managing Address Book attachments

The handheld supports attachments in the form of Address Book entries. If you have received a message with this type of attachment, follow this procedure to open the attachment and add it to your handheld's Address Book:

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Open a received message and read it. (If there are attachments to the message, the number of attachments is displayed at the top of the message.) Scroll to the end of the message; if there is an Address Book attachment for you to open, you will see its name and size.



3. With your cursor in the name of the Address Book attachment, click the trackwheel to view the menu. Click Open Attachment. The **Address Attachment** screen opens and you can view the information.

4. Click the trackwheel to view the menu. Scroll to Save Address and click.

The attachment is added to your Address Book and you return to the open message.

Adding contacts to Address Book

When you receive a new message from someone who is not currently in your handheld's Address Book, you can add the address from the open message.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Open a received message and read it. Scroll to the top of the message. Place your cursor in the From: field and click to view the menu.

3. Scroll to Add to Address Book and click. The new contact's information will be shown in the **Edit Address** screen. Add any information you would like to include for this contact.

4. Click the trackwheel to view the menu and select Save Address by clicking again.

The contact is added to your Address Book and you return to the open message.

Summary and tips

In this chapter, you've learned about reading and receiving messages. You can set received message options, forward long messages, reply to a message containing a response list, manage file attachments, open address book attachments, and add contacts to your Address Book. Now that you know the basics of reading and receiving messages, you are ready to learn more about managing messages.

Receiving and reading messages - Tips

- Press ALT and roll the trackwheel to page up and down in the **Messages** screen.
- Press M to go to the **Messages** screen while in the **Home** screen or **Locked Messages** screen.

Receiving and reading messages - Tips

- Press T to go to the top of a list or open message.
- Press B to go to the bottom of a list or open message.
- Press ALT and roll the trackwheel to scroll horizontally in any field where you can enter or view text.
- Press ALT + ENTER to page up in an open message.
- Press ENTER to page down in an open message.
- Press ALT and roll the trackwheel to scroll one screen at a time
- Press G to return to the last cursor position if you choose to close a message before you've finished reading.
- Press N to go to the next message when viewing or next day when in the **Messages** screen.
- Press P to go to the previous message when viewing or previous day when in the **Messages** screen.
- Press U to go to the next unread message in the list.

5

Managing messages

Chapters 3 and 4 discuss the features and functions that the handheld provides for sending and receiving messages. Now, find out how you can organize, customize, and search your list of messages efficiently.

Saving messages

There are two types of saved messages: messages that you've already sent or received and would like to save to the **Locked Messages** screen, and messages that you are composing but would like to save without sending.

To save a received or sent message

You may wish to save a received or sent message for future use.

Note	An icon in front of the message header indicates message status, such as sent or received. See the 'Message status icons' section of this chapter for a description of each.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

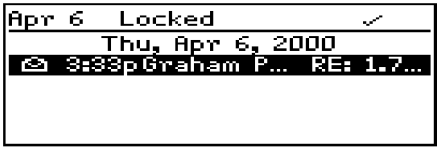
2. In the **Messages** screen, scroll to a received or sent message and click to view the menu. Scroll to Open Message and click.

3. Click the trackwheel to view the menu. Scroll to Lock Message and click. The message has been copied to your Locked

Messages list but also remains in the **Messages** screen, where it will appear with a lock icon beside it.

4. Return to the **Home** screen by clicking to view the menu, scrolling to Close and clicking. In the **Home** screen, scroll to the **LOCKED MESSAGES** icon and click.

The **Locked Messages** screen appears and you can see that the message has been copied to this folder.



Now that the message has been saved, you can return to the **Messages** screen to delete the message. If you keep this message in the Messages screen, a lock icon will appear beside it.

To remove messages from the Locked Messages screen

You can remove messages from the **Locked Messages** screen by "unlocking" them.

1. In the **Home** screen, scroll to the **LOCKED MESSAGES** icon and click.

2. In the **Locked Messages** screen, scroll to a saved message and click to view the menu.

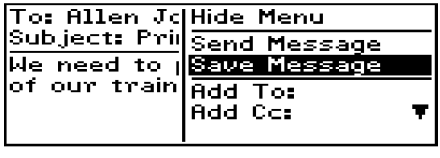
3. Scroll to Unlock Message and click. The message is removed from the **Locked Messages** screen and the lock icon is removed from the message in the **Messages** screen.

To save a message while composing

You may wish to save a message that you have not finished composing, so that you may complete and send it at a later time.

1. In the **Home** screen, scroll to the **COMPOSE** icon and click.

2. While composing in the **To:** screen, click the trackwheel to view the menu. Scroll to Save Message and click.



3. The **Messages** screen appears. An icon beside the message indicates that the message is saved but has not been sent.

4. To resume composing, scroll to the saved message and click to view the menu. Scroll to Open Message and click. The saved message opens and you can resume composing.

5. When you've finished composing, click the trackwheel to view the menu. Choose to save again or to send the message.

Note The message you save while composing is saved in your **Messages** list, not in the **Locked Messages** list.

Searching messages

Use the handheld's search function to locate specific messages in seconds.

Note You can also search for messages while in the **Messages** and **Locked Messages** screens.

To perform a search

1. In the **Home** screen, scroll to the **SEARCH MESSAGES** icon and click.

2. The **Search Messages** screen appears. In the Name:, Subject:, and Message: fields, type the keywords for which you want to search.

Note You can search for a name stored in your Address Book while in the **Search Messages** function. With your cursor in the Name: field, click the trackwheel to view the menu. Scroll to Select Name and click. The **Address Book** screen appears where you can select the name to search for. Click the trackwheel to view the menu. Scroll to Use Address and click. You return to the **Search Messages** screen with your selected name in the Name: field.

You can select where you want to search for the name you have entered. In the In: field, select from Any Address Field, To: field, From: field, Cc: field, or Bcc: field.

When you enter text in the Subject: or Message: field, the **Search Messages** function will search for phrases containing these characters in the subject line and the body of your messages.

3. Select the list of messages in which you would like to search. In the Search List: field, press the SPACE key to scroll through your

options. Release the SPACE key once you have set the field to your preference.

4. Select the types of messages that you want the results of the search to show. In the Show: field, press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.

5. Click the trackwheel to view the menu. Scroll to Search Messages and click.

The results of your search are displayed in the **Search** screen.

To save and recall search terms

You can save terms of your search and recall them the next time you want to perform a similar search.

1. In the **Home** screen, scroll to the **SEARCH MESSAGES** icon and click.

2. In the **Search Messages** screen, set the terms of your search. Click the trackwheel to view the menu. Scroll to Save Search and click.

3. If you make a change to your search terms, but want to recall the last saved terms, click the trackwheel to view the menu. Scroll to Recall Search and click.

The settings will revert to the saved search.

Note	You can only save the criteria of one search at a time.

Deleting messages

Although the handheld has ample memory for storing messages, you should delete unnecessary messages in order to manage the list more efficiently.

Note	If the handheld's memory is full and you receive new messages, the handheld will delete the oldest messages in the **Messages** screen to accommodate new ones. Locked messages are not deleted.

To delete a message from the Messages screen

If you are in the **Messages** screen, you can delete a message without opening it. This procedure also applies for deleting messages from the **Locked Messages** screen.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. In the **Messages** screen, scroll to the message that you want to delete and click to view the menu. Scroll to Delete Message and click.

3. A dialog box appears, asking if you want to delete the message. Click Yes. (This dialog box appears only if Confirm Message Delete is enabled in the **Messages List Options** screen.)

You return to the **Messages** screen where the message is no longer included in the list.

Note	If you request more of a message, you should not delete the message until you have received the remainder of the message. See page 65 for more information on receiving long messages.

To delete an open message

You can delete a message while it is open without returning to the **Messages** screen.

1. In the **Home** screen, scroll to **MESSAGES** icon and click.

2. Open the message that you want to delete by clicking to view the menu, scrolling to Open Message and clicking.

3. Click the trackwheel to view the menu. Scroll to Delete Message and click. A dialog box appears, asking if you want to delete the message. Click Yes. (This dialog box appears only if Confirm Message Delete is enabled in the **Messages List Options** screen.)

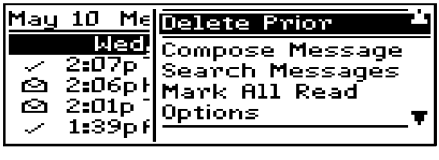
You return to the **Messages** screen and you can see that the message is no longer listed.

To delete multiple messages

You can delete all messages prior to a particular day by selecting a date field.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. In the **Messages** screen, scroll to a date field. With the date field highlighted, click the trackwheel to view the menu. Scroll to Delete Prior and click.



3. A dialog box appears, asking if you are sure that you want to delete the messages sent or received prior to and including that date. Click Yes.

You return to the **Messages** screen and you can see that the messages are no longer listed.

Note You can also delete multiple messages that aren't date-specific. In the **Messages** screen, hold the SHIFT key while rolling the trackwheel to select more than one message. Click the trackwheel to view the menu. Select Delete Messages and click to delete the messages that you have selected.

Resending a message

If, for some reason, your message is not sent properly on the first attempt, you can resend the message to the same recipient. If you want to send the message to a different recipient, you use the Forward Message option.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. In the **Messages** screen, scroll to the message that you want to resend and click to view the menu. Select Open Message by clicking again.

3. The text of the message will appear. Click to view the menu. Scroll to Resend Message and click.

You return to the **Messages** screen and your message will be sent again.

Marking a message as unread

You can mark messages on the handheld as unread.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Scroll to a previously read message. Click to view the menu. Scroll to Mark Unread and click.

The message will be marked as unread.

Note You can also mark an open message as unread by clicking to view the menu, scrolling to Mark Unread and clicking again.

Marking all messages read

You can mark all of the messages on the handheld as read.

1. In the **Home** screen, scroll to the **MESSAGES** icon and click.

2. Scroll to the top of the **Messages** screen and select the date field.

3. Click to view the menu. Scroll to Mark All Read and click.

All messages in the list will be marked as read.

Note You can mark multiple messages as read. In the **Messages** screen, hold the SHIFT key while rolling the trackwheel to select multiple messages. Click the trackwheel to view the menu. Scroll to Mark Unread and click.

Summary and tips

In this chapter, you learned how to manage your messages effectively. Message management on the handheld is similar to managing messages on your PC; you can save, search, or delete

messages at your convenience. In the next chapter you'll discover the various features of the Address Book.

Managing messages - Tips

- Press ALT + U to toggle between unread/read message status.
- Press ALT + BACKSPACE with a date field highlighted to delete all messages prior to and including the selected date.

6

Using the Address Book

The handheld contains an Address Book for storing various contact information. The Address Book allows you to keep a customized record of email addresses, mailing addresses, titles, and pager, fax, business, and home phone numbers. You can include PIN numbers for contacts who also have handhelds. It also stores information about specific contacts in the form of notes.

Setting Address Book options

In your Address Book options, you can decide how you want to sort your addresses, whether or not you want confirmation of deleted addresses, and whether or not you want to allow duplicate names.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, click to view the menu. Scroll to Options and click.

3. The **Address Book Options** screen appears, displaying the following three options:

    - **Sort By:** Select how you want to sort the addresses in your Address Book. The default is First Name.
    - **Confirm Address Delete:** Select whether or not you want to confirm the deletion of an Address Book entry. By

default, this option is set to Yes.

- **Allow Duplicate Names:** Select whether or not you want to allow more than one entry for the same name. By default, this option is set to Yes.

4. Scroll to the field that you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

5. Click the trackwheel to view the menu. Scroll to Save Options and click.

You return to the **Address Book** screen.

Note You can also open the **Address Book Options** screen from the **To:** screen when composing a message.

Adding addresses

There are two types of Address Book entries: individual (the New Address option) and group (the New Group option).

To create an entry for one person

When creating an Address Book entry for one person (even if you want to add multiple email addresses or fax numbers for that person), select the New Address option from the menu.

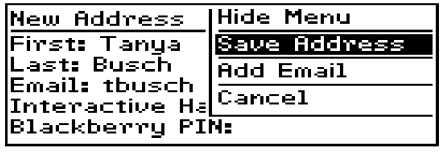
1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, click to view the menu. Scroll to New Address and click.

3. Type your contact's information, pressing ENTER after each field. You can also type your contact's full name in the First: or Last: field and press ENTER. The first name will appear in the First: field and the last name will appear in the Last: field.

Note You can have up to three email addresses for the same Address Book entry. To add more than one email address, click to view the menu, scroll to Add Email and click. An additional field appears in the **New Address** screen and you are able to add the second email address. When you compose a message to a contact with multiple email addresses and select the email send method, you will be prompted to select which address to use.

4. To save your contact information, click to view the menu. Scroll to Save Address and click.



Your new contact's name will appear in alphabetical order in the Address Book.

To create an entry for a group

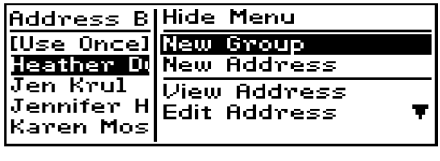
Once you have entered the information for each individual contact, you can set up a group email address if you email a particular set of

contacts frequently. When you send a message, all recipients in the group will be addressed.

Note If, in an otherwise empty Address Book, you create the name of a group email address without adding members, then save the group name and exit, you will not be able to add members to that group address. You can add members to a group address only if you create other address book entries before you edit the group. Otherwise, the only name you can add to the group is the group name itself, which is not possible.

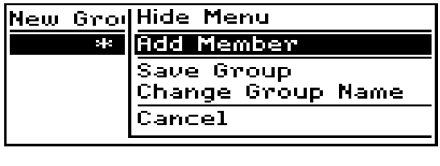
1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, click to view the menu. Scroll to New Group and click.



3. A dialog box appears prompting you to type a name for the group. Once you have typed the name, click the trackwheel.

4. Click again to view the menu. Scroll to Add Member and click.



5. In the **Add Member** screen, select the individual address entry that you want to add to the group. Click to view the menu. Scroll to Use Email and click.

Note If you want to add a member to your group who does not appear in your regular list of contacts, click to view the menu. Scroll to New Address and click. Follow the instructions on page 84. Then continue with this procedure.

6. The **New Group** screen appears with your contact added as a member. Continue to add members to your group by repeating steps 4 and 5. Once all members have been included in the group, click the trackwheel to view the menu. Scroll to Save Group and click.

You return to the **Address Book** screen and you can see that your group has been added to the list.

Viewing groups

You can view the members of your email group by following this procedure.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, scroll to the name of the group that you would like to view and click. Scroll to View Group and click. The members of your group are listed in the screen that appears.

Editing groups

You can edit the email group you have created if you want to delete a member, add a member, change a member, or view the information for a member.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, scroll to the name of the group that you would like to edit and click. Scroll to Edit Group and click.

3. In the **Edit Group**: screen, scroll to the name of a group member and click. Scroll to the action that you want to perform and click. You have several options:

   - **View Member** — view the information for the selected group member
   - **Change Member** — replace the selected member with another in your contact list
   - **Delete Member** — delete the member from the group
   - **Add Member** — add a new member

- **Delete Group** — delete the entire group from your contact list
- **Change Group Name** — change the name that you have specified for your group

4. Once you are finished editing the group, click the trackwheel to view the menu. Scroll to Save Group and click.

Address Book fields

To open the Address Book: in the **Home** screen, scroll to the **ADDRESS BOOK** icon and click. You may type contact information into the following fields:

First: Type your contact's first name. This field accepts alpha-numeric and symbol characters.

Last: Type your contact's last name. This field accepts alpha-numeric and symbol characters.

Email: Type your contact's email address. This field supports alpha-numeric and symbol characters. Press the SPACE key once to insert the '@' sign; press the SPACE key again to insert a '.' (period). To insert a blank space, press the BACKSPACE key and then the SPACE key again.

Interactive Handheld: Type your contact's user name. A user name is an unique alpha-numeric identification (5-21 characters) assigned to each subscriber.

BlackBerry PIN: Type your contact's BlackBerry PIN number. This field applies only if you subscribe to Corporate Email service. If you have Corporate Email service, you may type your contact's BlackBerry PIN number to send a message to another handheld without having to use an email address. You do not have to press the ALT key to type numbers in this field.

Title: Type your contact's job title / position.

Company: Type the name of the company for which your contact works.

Work: Type your contact's business phone number. This field supports numeric characters and the '–', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT + SPACE) to insert parentheses.

Home: Type your contact's home phone number. This field supports numeric characters and the '–', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT + SPACE) to insert parentheses.

Mobile: Type your contact's mobile phone number. This field supports numeric characters and the '–', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT + SPACE) to insert parentheses.

1-way Pager: Type your contact's 1-way pager number. This field supports numeric characters and the '–', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT + SPACE) to insert parentheses.

Address 1: Type your contact's street address.

Address 2: A second address field is provided for long addresses.

City: Type your contact's city.

State/Prov: Type your contact's state or province.

ZIP/Postal Code: Type your contact's zip code or postal code.

Country: Type you contact's country.

Notes: Type any reference notes you would like to keep about your contacts. This field supports alpha-numeric and symbol characters. Press ENTER for a new line.

Fax: Type your contact's fax number. This field supports numeric characters and the '–', '+', 'x' and '.' characters without having to hold down the ALT key. You can also use the symbols library (press ALT + SPACE) to insert parentheses.

Viewing addresses

You can view the information for a specific contact in the form of an on-screen business card.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, select the name of the contact whose information you want to view. Click to view the menu. Scroll to View Address and click.

3. A virtual business card appears listing all the information that you've entered for this contact.

Tip	Press the first letter of the field name. The cursor will move to that field. For example, if you have entered a fax number and you press 'F' in this screen, you move to the Fax field.

Editing addresses

You can edit the information in any of the fields of an address entry. Some Address Book fields are limited to numeric characters and only a few alpha characters.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, select the Address Book entry that you want to edit and click to view the menu. Scroll to Edit Address and click.

3. In the **Edit Address** screen, use the trackwheel to move from field to field. Press the ALT key as you roll to scroll horizontally through the text to make your edits.

4. When you have made all the changes to the address fields, click to view the menu. Select Save Address by clicking again

Note In the **Address Entry** screen, click the trackwheel to view the menu where you can clear fields and add Email fields. Simply scroll to choose the field and click to clear or add.

Deleting addresses

You can delete old addresses from your Address Book to save memory space.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, scroll to the contact that you want to delete. Click to view the menu. Scroll to Delete Address and click.

3. A dialog box appears, asking if you want to delete the address. Select Yes by clicking the trackwheel. (This dialog box will appear only if Confirm Task Delete is enabled in the **Address Book Options** screen.)

You return to the **Address Book** screen where the entry is longer included in the list.

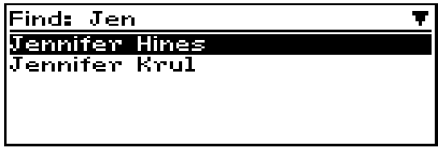
Note	You can also delete addresses in the **Edit Address** and **View Address** screens.

Searching addresses

The handheld's powerful search tool enables you to go directly to a specific contact so you do not have to scroll through a lengthy address list.

1. In the **Home** screen, scroll to the **ADDRESS BOOK** icon and click.

2. In the **Address Book** screen, type the first letter or letters of the name of the contact that you want to find. The letter or letters you type appear in the screen header, preceded by the word Find:



3. To return to your complete list of contacts, click to view the menu. Scroll to View All and click.

Note	The handheld searches the First, Last, and Company names of contacts to find the first instance of your search. As you type more letters for your search, fewer matches will appear.

Summary and tips

In this chapter, you learned how you can store address information for each person or company that you might want to contact. Not only are you familiar with the various address book fields, but you can also add, view, edit, delete, and search for addresses. In the next chapter, you will learn about managing your tasks and appointments.

Using the address book - Tips

- Press the associated key on the keyboard while in the phone or fax field to insert numbers without using the ALT key.
- Press space to insert the “@” and “.” characters in an Email field.
- Type the first letters of the name or the initials separated by a space to find a specific contact in the **Address Book** screen.

7

Managing Tasks and Appointments

The handheld contains a Tasks function and a Calendar function to help you manage and schedule appointments and tasks. Use the Tasks function to make a list of tasks to be completed. Use the Calendar function to keep track of appointments and events, including the duration of the appointment, the location, and any additional notes.

Using the Tasks function

The handheld's Tasks function allows you to keep a list of tasks to be completed. Tasks can be sorted by subject, priority, due date, or status.

To set task options

1. In the **Home** screen, scroll to the **TASKS** icon and click.

2. In the **Tasks** screen, click to view the menu. Scroll to Options and click.

3. The **Tasks Options** screen appears, displaying the following two options:

   Sort By: Select how you want to sort the tasks in your **Tasks** screen. Choose from Subject, Due Date, Status, or Priority.

Confirm Task Delete: Select whether or not you want to confirm the deletion of a task. By default, this option is set to Yes.

4. Scroll to the field that you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the option to your preference.

5. Click to view the menu. Scroll to Save Options and click.

You return to the **Tasks** screen.

To add tasks

1. In the **Home** screen, scroll to the **TASKS** icon on the functions list and click.

2. In the **Tasks** screen, click the trackwheel to view the menu. Scroll to New Task and click.

3. In the **New Task** screen, complete the information for the task. Press ENTER after each field. In the Status:, Priority:, and Due Date: fields, use the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.

4. Click the view the menu. Scroll to Save Tasks and click.

Your new task will be listed in the **Tasks** screen with one of the following three icons beside it, depending on the task's status.

Icon	Description
	The task has been completed.
	The task has been deferred or is waiting.
	The task has not been started or is in progress.

Task entry fields

The **Tasks** screen will contain the following entry fields.

Task: Type the subject of the task.

Status: Choose the status of the task. Your options are Not Started, In Progress, Completed, Waiting, and Deferred. The default is Not Started.

Priority: Choose the priority of the task. Your options are Normal, Low, and High. The default is Normal.

Due: Select the date by which the task is to be completed. Your options are None or By Date. If you select None, no due date will be

recorded for this task. If you select By Date, you can enter the date on which this task is due.

Notes: Type any reference notes you would like to keep about the task.

To view and edit tasks

1. In the **Home** screen, scroll to the **TASKS** icon on the functions list and click.

2. In the **Tasks** screen, scroll to the tasks that you want to view or edit, then click the trackwheel to view the menu. Select Open Task by clicking again.

3. The **Edit Task** screen appears with the task details. Edit the task by changing the fields in this screen.

4. Once you have finished viewing or editing the task, click to view the menu. Scroll to Save Task and click.

You return to the **Tasks** screen.

To delete tasks

1. In the **Home** screen, scroll to the **TASKS** icon and click.

2. In the **Tasks** screen, scroll to the task that you want to delete, then click to view the menu. Scroll to Delete Task and click.

3. A dialog box appears, asking if you want to delete the task. Click Yes. (This dialog box appears only if you have set the Confirm Task Delete field to Yes in the Tasks Options screen.)

You return to the **Tasks** screen and you can see that the task is no longer in the list.

Note You can also delete all completed tasks by scrolling to Delete Completed and clicking.

You can also delete tasks in the **Edit Task** screen.

To changing a task's status

1. In the **Home** screen, scroll to the **TASKS** icon and click.

2. In the **Tasks** screen, select the task for which you want to change the status, then click to view the menu.

3. Depending on the task's current status, scroll to either Mark Completed or Mark In Progress and click.

The task's status is changed.

Note You can only change the status of a completed task to In Progress. You can mark a task Completed if it is marked as Deferred, Waiting, Not Started, or In Progress. To change a task to a status other than Completed or In Progress, you must edit the task. See page 98 for information on editing tasks.

Using the Calendar function

The handheld's Calendar function displays appointments and events in Calendar and Agenda view.

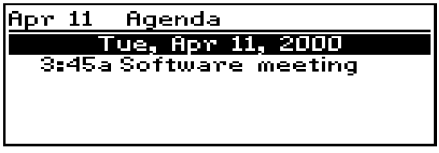
To switch views

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, click to view the menu. Scroll to Display Agenda or Display Calendar and click. If you switch to another view and then exit the **Calendar** screen, that view will appear the next time you open the function.

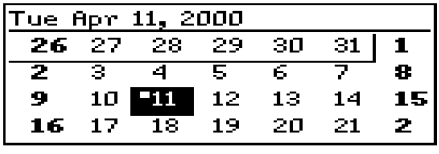
Agenda view

This view displays only the days on which you have appointments, allowing you to see your "agenda". The appointments appear in chronological order starting with the earliest appointments at the top. Each entry in the Agenda view includes the start time and the subject of the appointment. If you set a reminder for the appointment, an alarm icon appears beside the subject.



Calendar view

When you first switch to Calendar view, your cursor will be on today's date and you can scroll through the days of the month. Days with appointments will have a small box to the left of the day. For appointments scheduled before noon, the box is displayed in the upper left corner. For appointments scheduled after noon, the box is displayed in the lower left corner.



Tip	Press S to switch between views quickly. In Calendar view, scroll to a date and press the ENTER key. You will see the appointments for the day, in Agenda view. (If there are no appointments, you will see the appointments for the day closest to the day you've selected.) Press the BACKSPACE key to return to the Calendar view. Scroll to another date to view more appointments.

To add appointments

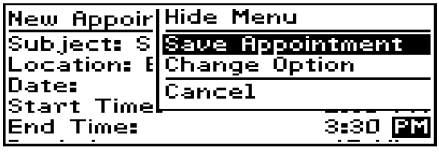
1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, click to view the menu. Scroll to New Appointment and click.

3. In the **New Appointment** screen, use the trackwheel to move from field to field, adding information for the appointment. Press ENTER to go to the next field.

4. In the Reminder: field, select how early you want to be notified of the appointment. If you do not wish to be reminded of the appointment, set this field to None.

5. To save your appointment, click to view the menu. Scroll to Save Appointment and click.



You return to the **Calendar** screen.

Appointment fields

The **New Appointment** screen contains the following fields:

- **Subject**: Type the subject of the appointment.
- **Location**: Type the location where the appointment is to be held.
- **Date**: Type the date of the appointment. The default is today's date.
- **Start Time**: Type the start time for the appointment. The default is the current time, rounded to the nearest 15 minutes.
- **End Time**: Type the end time for the appointment. The default is the current time, rounded to the nearest 15 minutes.
- **Reminder**: Choose whether or not you want to be notified of the appointment. If you want a reminder, choose how early you wish to be notified of the appointment. The default is 15 minutes before the start time.
- **Notes**: Type any reference notes you want associated with this appointment.

To view and edit appointments

If you are in Calendar view, you must switch to Agenda view before you can view or edit the details of an appointment.

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, ensure that you are in Agenda view. Select the appointment that you want to view or edit. Click to view the menu. Scroll to and click Open Appointment.

3. The **Edit Appointment** screen appears with all the details of the appointment listed. Edit the information in the Subject: and Location: fields. In the Date:, Start Time:, End Time:, or Reminder: field, press the SPACE key to scroll through your options. Release the SPACE key when you have set the field to your preference.

4. Click to view the menu. Scroll to Save Appointment and click.

You return to the **Calendar** screen.

To view today's appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, click the trackwheel to view the menu. Scroll to Today and click. You will move to today's date in the list of appointments.

Note	In Agenda view, if you do not have appointments for the current date, the next day that has appointments will be displayed.

To delete appointments

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In the **Calendar** screen, scroll to the appointment that you want to delete (in Agenda view) or the day on which there are appointments to delete (in Calendar view).

3. Click to view the menu. Scroll to Delete Appointment(s) and click. A dialog box appears, asking if you want to delete the appointment. Click Yes.

You return to the **Calendar** screen and you can see that the appointment is no longer in the list.

Note	Appointments which are more than 30 days old are automatically deleted.

To delete multiple appointment entries

You can delete more than one appointment at a time.

1. In the **Home** screen, scroll to the **CALENDAR** icon and click.

2. In Agenda view of the **Calendar** screen, scroll to a date field. Click to view the menu. Scroll to Delete Prior and click.

3. A dialog box appears asking if you want to delete prior appointments. Click Yes.

You return to the **Calendar** screen and you can see that the appointments have been removed from the list

Note	If you want to delete multiple appointments in Calendar view, highlight a date with appointments and click to view the menu. Scroll to and click Delete Appointments. All appointments for the day will be deleted.

Summary and tips

In this chapter, you learned how you can organize your time and projects using the tasks and calendar functions. You can add, view, edit, delete, and set options for both tasks and appointments. In the **Tasks** screen, you can modify the status of your tasks so that you know which of your projects have been completed. In the **Calendar** screen, you can switch between two views. In the next chapter you'll examine the MemoPad and Calculator functions.

Managing tasks and appointments - Tips

- Press ALT + BACKSPACE to delete a task or appointment
- Press T to go to the top task or appointment in the list.
- Press B to go to the bottom task or appointment in the list.
- Press C to create a new task or appointment.

Tasks

- Press M mark an In Progress task as Completed or a Completed task as In Progress.

Calendar

- Press S to scroll through all the possible calendar's views.
- Press T to go to Today in the **Calendar** screen.

Managing tasks and appointments - Tips

- Press P to go to the previous month in the **Calendar** screen.
- Press ALT + A to display the next calendar reminder.
- Press ENTER to create an appointment at a selected time.

8

Using the MemoPad and Calculator

The handheld features a MemoPad for recording lists, notes, or other important information that you'd like to store aside from messages.

The Calculator function helps you perform simple mathematical operations.

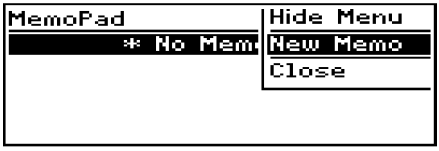
Using the MemoPad function

You can use the MemoPad function to add, edit, view, and delete important memos.

To add memos

1. In the **Home** screen, scroll the **MEMOPAD** icon and click.

2. In the **MemoPad** screen, click to view the menu. Scroll to New Memo and click.



3. Type a title for your memo and press ENTER, then type the body of the memo.

4. Once you have finished composing the memo, click to view the menu. Select Save by clicking again.

You return to the **MemoPad** screen and you can see that your new memo appears in alphabetical order.

To view memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.

2. In the **MemoPad** screen, highlight the name of the memo that you want to view. Click to view the menu. Scroll to View Memo and click.

The full memo appears on the screen.

Note	You can edit a memo you are viewing by clicking to view the menu. Scroll to Edit Memo and click.

To edit memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.

2. In the **MemoPad** screen, select the memo you want to edit and click to view the menu. Scroll to Edit Memo and click.

3. In the **Memo** screen, you can add / edit text. Hold the ALT key as you roll to scroll horizontally through the text.

4. When you have finished making changes to your memo, click to view the menu. Select Save by clicking again.

Note	You can clear the Title: field and the entire body of a memo. Scroll to the field you want to clear (either the Title field or the body) and click to view the menu. Scroll to Clear Field and click. The field is erased and you can add new text.

To delete memos

1. In the **Home** screen, scroll to the **MEMOPAD** icon and click.

2. In the **MemoPad** screen, scroll to the memo that you want to delete.

3. Click to view the menu. Scroll to Delete Memo and click. A dialog box appears asking if you want to delete the memo. Scroll to Yes and click.

You return to the **MemoPad** screen and you can see that the memo is no longer listed.

Note	You can delete memos only in the **MemoPad** screen.

Using the Calculator function

Use the handheld's calculator function to perform simple mathematical operations.

Tip	Using the keyboard, you can type numbers and mathematical operators in the Calculator without pressing the ALT key.

To perform mathematical operations

1. In the **Home** screen, scroll to the **CALCULATOR** icon and click.

2. The **Calculator** screen appears. Use the keyboard to enter the first number of the mathematical calculation. Using the trackwheel, scroll to the operator you want and click.

3. Enter the next number of the mathematical calculation. Using the trackwheel, scroll the trackwheel to the equal sign and click. The result of the calculation appears.

Note

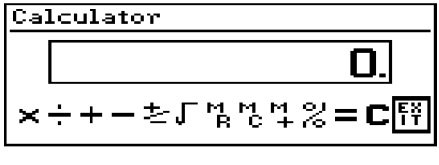
You can add, recall, and clear the calculator's memory if you want to save the results of a particular calculation. The current contents of the memory are shown at the top of the screen.

You can press ENTER to perform the same action as scrolling to the equal sign and clicking.

Press C or the BACKSPACE key to clear the handheld's display.

To exit the calculator

In the **Calculator** screen, scroll to Exit and click.



Summary and tips

In this chapter, you learned how to use the MemoPad function and the Calculator function. You can not only add, edit, and view memos in the **MemoPad** screen, but you can also perform mathematical operations in the **Calculator** screen. In the next chapter, you'll find out how to customize your handheld's options.

Using the MemoPad and Calculator - Tips

MemoPad

- Press T to go to the top memo in the list.
- Press B to go to the bottom memo in the list.
- Press BACKSPACE to exit the **MemoPad** screen.
- Press ALT + BACKSPACE to delete a memo.
- Press ENTER to view a memo.

Calculator

- Press D to add.
- Press F to subtract.
- Press X or A to multiply.
- Press S to divide.
- Press Z or (SPACE key) to change the sign.
- Press V to find the square root of a number.
- Press J to recall the memory.
- Press K to clear the memory.
- Press L to add the number into memory.
- Press G to see the result of your calculation.
- Press C to clear the calculator screen.

9

Customizing your handheld's options

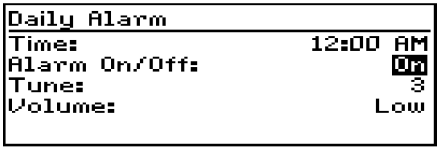
In the 'Get to know your handheld' chapter, you learned about the procedure for setting message notification options. Now, refer to this chapter to learn how to customize the handheld's many other options to suit your specific needs.

Setting the alarm

The handheld has an alarm function that you can set to tone at the same time every day. Choose from six different tone settings and three volume levels.

1. In the **Home** screen, scroll to the **ALARM** icon and click.

2. The **Daily Alarm** screen appears. Scroll to the field that you would like to set, then press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.



3. Click the trackwheel to view the menu. Scroll to Save Options and click.

Note	When the alarm sounds, press any key to silence the alarm. This action will not disable the alarm; it will sound at the set time again even if it has been silenced. To disable the alarm, set the Alarm On/Off field to Off.

Alarm fields

The **Daily Alarm** screen contains the following entry fields:

Time: Set the time at which you want the alarm to sound. The default is 12:00 AM.

Alarm On/Off: Select whether or not you want the alarm to sound. The default is Off.

Tune: Select the tune you wish to hear when the alarm sounds. The default is Tune 3. You can hear each tune by scrolling through the options.

Volume: Select the volume at which you wish to hear the alarm. Your options are: Low, Medium, and High. The default is Low.

Customizing handheld options

You can customize any of the handheld's options by following this general procedure:

1. In the **Home** screen, scroll to **OPTIONS** icon and click.

2. The **Device Options** screen appears. Scroll to the option that you would like to change and click the trackwheel.

3. Scroll to the field that you would like to set, the press the SPACE key to scroll through your options. Release the SPACE key once you have set the field to your preference.

4. Click to view the menu, then scroll to Save Options and click.

You return to the **Device Options** screen.

Handheld options

The following pages list the handheld's options and provide page references for further information.

About

The **About** screen contains handheld copyright information. You cannot change the information in this screen. Press the BACKSPACE key twice to return to the **Device Options** screen.

Auto On/Off

Use the automatic on / off feature to maximize battery life.

Note	Both Weekday and Weekend options have an Enable/ Disable field. You must set this field to Enable in order for the handheld to turn on and off automatically.

Weekday On: Set the handheld to turn on automatically at a specific time throughout the week

Weekday Off: Set the handheld to turn off automatically at a specific time throughout the week

Weekend On: Set the handheld to turn on automatically at a specific time on the weekend

Weekend Off: Set the handheld to turn off automatically at a specific time on the weekend

AutoText

The **AutoText** screen contains a list of all current AutoText entries. You can add, edit, and delete entries as you wish. See page 54 for more information on working with AutoText entries.

Date/Time

Set the date and time so that your messages contain the correct time stamp.

Time Zone: Select your time zone. The handheld will automatically adjust the time depending on the time zone. The default is the Eastern (-5) time zone.

Daylight Savings: Select whether or not you want daylight savings to be adjusted automatically. By default, the handheld is set to adjust for daylight savings (Support). You need to set this option only once. Do not set it to Ignore if you live in a state or province that does not recognize daylight savings. When this setting is set to Support, the handheld will automatically adjust the time on the proper date.

Time: Set the current time.

Format: Select a 12 hour or 24 hour clock (the default is 12 HR)

Date: Set the current date

Note	The information that you set in the Time, Format, and Date fields will appear on the handheld's **Home** screen and on the password security screen.

Default Message Options

See the 'Composing and Sending' chapter for more information on Default Message Options.

Message Services

We recommend that you do not edit these fields.

Email Service: Indicates the type of message service that you are using to send email messages.

Phone Service: Indicates the type of message service that you are using to send phone messages.

Fax Service: Indicates the type of message service that you are using to send fax messages.

Paging Service: Indicates the type of message service that you are using to send pager messages.

Handheld Service: Indicates the type of message service that you are using to send Interactive messages.

Network Settings

Roaming: Choose the country in which you are located. Subscribers in each respective country will have their home country as the default setting.

Radio: Turn the handheld's radio on or off. In certain situations, such as travelling by plane, it is important to turn off the radio in your handheld to prevent radio frequency interference. See page 39 for a shortcut for turning your radio on and off.

Status: Shows the status of the network. It is set to either Pending or Active, depending on what you have specified in the Roaming field.

Note	You can re-register with the network in the **Network Settings** screen. Click to view the menu, scroll to Register Now and click. Unless you have been advised to do so, or if you have just received your handheld and it's not working, we recommend against registering your handheld more than once.

Notify

You can set the handheld message notification to tone / vibrate, vibrate, tone, or none.

In Holster: Customize the way the handheld notifies you of a new message while it is in the holster. Your options are: Tone, Vibrate, Vibrate+Tone, or None. The default setting is Vibrate+Tone.

Out of Holster: Customize the way the handheld notifies you of a new message when it is out of the holster. Choose from: Tone, Vibrate, Vibrate+Tone, or None. The default setting is Tone.

Tune: Select the tune you wish to hear when you are notified of a new message. The default is Tune 1. You can hear each tune by scrolling through the options.

Volume: Select the volume for your notification tune. Choose from Low, Medium, High, Escalating, or Off. If you set your notification type to vibrate and set the Volume: field to Low, the handheld will vibrate only once when a new message arrives. If you set this field to Medium, High, or Escalating, the handheld will vibrate twice when a new message arrives.

Note	The Escalating option will give you quiet notification progressing to louder notification.

Number of Beeps: Select the number of beeps the handheld should make before notification stops. Choose from 1 to 5 beeps. The default setting is 4.

Priority Only: Select whether or you want to be notified of all messages (No option), or only those marked (high) priority (Yes option).

Note	You will always be notified of pending appointments with reminders, even if you have turned off your handheld.

Reminder: Select whether or not you want to be reminded of unread messages waiting.

Reminder Method: Select how you want to be reminded of unread messages waiting. Choose from either Tone, Vibrate, or Tone+Vibrate.

Reminder Tone: Select 1 of 6 tunes which you want to be played to remind you of a unread messages waiting. The default is set to Tune 2. The tunes will be played as you scroll through the options.

Reminder Every (min): Select how many minutes you want between reminders. The default is set to 5 min.

Stop Reminder After (min): Set the number of minutes after which the reminders should stop. The default is set to 15 min. By default, you will continue to be notified of unread messages waiting up to 15 minutes after they arrive.

Owner

This information appears on the password security screen (if you have set a password). If you do not enter owner information, a default message will appear on the password security screen.

Name: Type your name.

Information: Type any extra information that you want to appear on the password security screen. We recommend that you include your own (or your company's) contact information in case the handheld is lost.

Screen/Keyboard

In the **Screen/Keyboard** screen, you can change the LCD screen's appearance by adjusting contrast levels and font size. You can also change the key rate and tone.

Screen Contrast: Adjust the screen's contrast if you're having trouble seeing the interface. If you are using the handheld in low light, try the backlighting feature instead. Press the ALT key three times to activate backlighting.

Font Size: Set the size of the font to be used on the screen. Choose from Small Font or Large Font. The default display is Large Font.

Key Tone: Set the key tone field to On if you want the handheld to emit a tone each time a key is pressed.

Key Rate: Set the speed (Slow, Fast, or Off) at which your cursor moves whenever the BACKSPACE, ENTER, or SPACE key is pressed and held. The default setting is Slow.

Note	For all other keys, the Key Rate setting controls an auto capitalization feature. With Key Rate set to either Slow or Fast (Key Rate must be enabled), you can press and hold a key to capitalize it.

Security

In the **Security** screen, you can set your password options to ensure greater handheld security.

Password: Select whether or not you want to enable a password on the handheld. The default is Disabled

Security Timeout: Set the duration of time (in minutes) that the handheld is idle before the password security screen appears. The default setting is 2 minutes.

Note	Once you have set a password, you need to enter it to use the security screen again. You will also need to enter the password when using the Security screen. See page 31 for information on how to set your password.

Status

The **Status** screen provides information about the handheld and the wireless network. You cannot edit this information.

Signal: Indicates the strength of the handheld's network signal.

Battery: Indicates the percentage of remaining battery life.

Memory Free: Indicates the amount, in bytes, of available RAM.

File Free: Indicates the amount, in bytes, of available memory to store messages, address entries, and AutoText entries.

PIN: This is the handheld's address number. Other handheld users can use this address number to send messages directly to you.

ESN: Indicates the handheld's serial number.

O/S: Indicates the version of the Operating System.

Flash Size: Indicates the amount of flash memory on your handheld.

Address Book: Indicates the current version of the Address Book function.

AutoText: Indicates the current version of the AutoText feature.

Calculator: Indicates the current version of the Calculator function.

Calendar: Indicates the current version of the Calendar and Tasks function.

Crypto SK: Indicates the current version of the active encryption key.

Database: Indicates the current version of the Database DLL.

MemoPad: Indicates the current version of the MemoPad function.

Message List: Indicates the version of the Messages function.

Ribbon: Indicates the current version of the functions list on the **Home** screen.

Serial Db Access: Indicates the current version of the Backup and Restore protocol DLL.

UI: Indicates the current version of the User Interface.

User Profile

In the **User Profile** screen, you can configure how the handheld manages your incoming messages.

Handheld Address: You can verify the user name assigned to your handheld when you make changes to the User Profile. When you save your User Profile, you will receive a confirmation message that includes the user name assigned to your handheld.

Gateway MAN: Indicates system information. This information can not be edited.

CC Handheld on AutoFwd: Set whether or not you wish to receive a notification copy of a message sent to the address specified in the AutoFwd Address: field. The default is No.

AutoFwd Address: Type the email address or user name to which the service will automatically forward messages.

Fwd Address: Type the email address or user name that will receive messages larger than the maximum size that you specify in the Fwd Messages Over: field.

Fwd Messages Over: Set the size of messages that your pager should automatically forward to the address that you specify in the Fwd Address: field. Messages smaller than the size you specify will be delivered to your pager. The range is 1000 to 16000 kilobytes in 1000 kilobyte increments. The default is 16000.

MORE Segment Size: Set the maximum number of characters that the gateway should send when the user requests More of a long message. The range is 1000 to 16000 kilobytes in 1000 kilobyte increments. The default is 2000. Refer to your service manual for more information on this feature.

Auto Reply Enabled: Set whether or not you wish to send an automatic reply back to the address of message senders.

Auto Reply: Type the information that you would like recipients to see whenever the handheld sends an automatic reply.

Auto Signature Enabled: Set whether or not your messages will contain information in an automatic signature at the end of every message that you send. The default is No.

Auto Signature: Type the information that you would like recipients to see at the end of every message that they receive from you.

Summary

In this chapter, you discovered how to customize your handheld's options. You can set a number of handheld features, including the alarm, auto on/off, autotext, date/time, message services, network settings, notify, owner, screen/keyboard, security, status, and user profile. Knowing how to customize these options allows you to personalize your handheld and its performance.

10

Frequently asked questions

This chapter includes answers to some common questions about the handheld.

Alarm

Why is my alarm not sounding when I've set the time?

- Ensure that you have enabled the alarm by setting the Alarm On / Off field to 'On.' When the alarm is set, a bell icon appears on the **Home** screen. See page 114 for information on setting this field.

Battery

What should I do when I see the message "Battery too low for handheld usage"?

- Replace the AA alkaline battery with a fresh battery. See page 37 for more information on inserting the battery.

Why is my battery running down quickly?

There are several reasons why your battery may run down quickly. Following these suggestions will help you get the most out of your battery.

- Use the vibrate notification option because it requires less power than tone notification. See page 118 for more information on the notification options of the handheld.

- Avoid using the handheld for long messages. The Reply with Text option also makes your messages longer, draining the battery faster.
- Avoid using the backlighting feature because it requires a lot of power.
- Turn off your handheld's radio when receiving your mail is not urgent, or if you are out of coverage range. This can save a large amount of your battery's power.
- If you are sending the same message to more than one person, use multiple recipients in one message rather than transmitting the same message more than once. See page 49 for more information on sending a message to multiple recipients.

What should I do if my handheld does not turn on?

- Make sure the AA battery is properly installed or try inserting a new battery. You may have to wait for the AA battery to charge the internal battery.
- If the handheld does not turn on after replacing the battery, reset the handheld. See the 'Resetting the handheld' section in this chapter for information on resetting the handheld.

Storage

What should I do if I won't be using my handheld for a short period of time?

- If you expect that you will not be using your handheld for a short period of time (two weeks or less), you should turn the handheld off. In the **Home** screen, scroll to the **POWER OFF** icon and click.
- When you want to turn the handheld back on, simply click the trackwheel.

What should I do if I won't be using my handheld for a longer period of time?

Products that use alkaline batteries require special storage procedures.

- If you expect that you will not be using your handheld for many weeks or months, then you should remove the AA battery from the unit. The handheld shuts down, and after approximately 24 hours enters a special storage state. You should store the handheld in a cool, dry place. When you press any keys or click the trackwheel while the handheld is in this state, it will not respond.
- To reactivate the handheld, you must install a new AA battery (a used battery may not be powerful enough to reactivate the unit). Once the new battery is installed, the handheld should turn on and display "Initializing".

All of your stored addresses and messages will be preserved while the handheld is turned off. However, the handheld will no longer have the correct date and time or encryption key. To reset the date and time, see 'Customizing your handheld's options" on page 114.

Note If you do not reset the date and time, messages will arrive with the date of January 1 and will be placed at the bottom of your **Messages** screen.

Home Screen

How can I return to the Home screen?

The screen that displays the functions list and the date and time is called the **Home** screen.

- Press the BACKSPACE key repeatedly until you return to the **Home** screen. See page 18 for more information on other shortcuts.

- Select Close from an application's menu or, in the **Device Options** screen, scroll to the [Return to Home screen] option and click.

LCD screen

What can I do if my LCD screen seems faint?

- Check the Screen/Keyboard option from the **Device Options** screen. See page 114 for more information on how to set options.
- Activate backlighting by pressing the ALT key three times. See page 23 for more information on the handheld's backlighting.

The backlighting on my display screen keeps disappearing.

- The LCD backlighting will turn off after 10 seconds if you have not pressed a key or the trackwheel.

Messages

Why are my messages not being sent out?

You can tell that messages have not been sent because they have a clock icon beside them.

- Check that the handheld's radio has been turned on (select the **TURN WIRELESS ON** icon), and that you are within range of network coverage (check the coverage indicator on the **Home** screen).
- Check the **Network Settings** screen to ensure that your handheld has been activated on the network. If the Status: field in this screen is Pending, call your service provider to have your handheld activated.
- You can try resending your message. As long as there is a

clock icon beside the message when you resend it, another attempt is made to transmit the original message. Duplicate copies will not be sent. See page 78 for more information on resending messages

What should I do if a message is returned?

Returned messages will have an 'X' beside them in the **Messages** screen.

- Open the message and scroll to the top. The Message Status field indicates why the message was returned. Follow the instructions given there.

I am not being notified when new messages arrive, even though I have set the handheld to notify me.

- Ensure that the volume setting of the notification options is set to either Low, Medium, High, or Escalating, rather than Off. With the volume set to Off, the beeper will not sound when new messages arrive.
- Ensure that the Priority Only setting in your notification options is set to No. When this field is set to Yes, you will only be notified of high priority messages, rather than all messages.

Punctuation

Where can I find the period (.) and other punctuation marks on my keyboard?

- The quickest way to type a period (.) is to press the SPACE key twice at the end of a sentence. The next letter is automatically capitalized.
- Press the ALT key with an associated character key to insert common punctuation marks. You will see the punctuation mark printed in orange above the primary key on the keyboard. See page 18 for information on the ALT key and

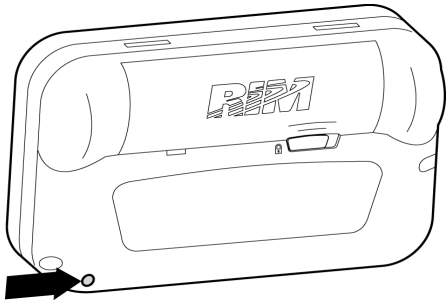
other key functions.

- Other punctuation marks are included in the symbols library which you can open by pressing ALT + SPACE. See page 60 for information on inserting a symbol.
- You can also insert international / accented characters into your messages. When composing a message or entering text, press and hold a letter key while rolling the trackwheel to scroll through international characters / accented characters. When the desired character appears, release the letter key.

Resetting the handheld

On rare occasions, the handheld may report an internal handheld error message, instructing you to press 'R' to reset. Doing so will return the handheld to normal operation after a few minutes. Try sending yourself a message and check that all the information has been properly restored in the **Status** screen.

There is also a reset hole located on the back of the handheld, below the bottom label. Normally, you will not need to this method of reset. However, if the handheld 'locks up' (no longer responds when you press keys or use the trackwheel) you can use this method to reset the handheld. A fine-tipped instrument, such as a paper clip, can be inserted into this hole to press the reset button, restarting and restoring the handheld to normal operation.



Reset button

Note	You can also reset the handheld by simultaneously pressing the ALT + SHIFT + BACKSPACE keys.

Messages and other information stored on the handheld will not be lost. If you were in the process of composing a message, however, the message will be lost.

11

Specifications

Mechanical Properties

Weight:	Less than 5 oz (140g) (with AA battery)
Size (LXWXH):	3.5”X2.5”X0.89” landscape, (0.94 at battery compartment)

Display and control features

Display:	Full graphic LCD with custom annunciators and backlighting, 132 x 65 pixels; 6 or 8 line by ~25 character text / graphics display
Controls:	Trackwheel for scrolling and selecting menus; 31-key QWERTY-style keyboard
Message Notification:	Audible beeper and mechanical vibrator, user-configurable alert options
Other features:	Real-time clock; audible alarm; AutoText and address book updates

Ports:	RS-232 compatible serial port at operating speeds up to 115, 200 baud • Input low -25V to +0.6V; input high +2.4V to +25V • Maximum data rate 115, 200 baud • Port impedance 5kΩ nominal input, 300Ω minimum impedance output

Power

Battery:	One replaceable AA alkaline cell and one internal, rechargeable Lithium Ion cell
Power Supply:	Internal, rechargeable Lithium Ion cell

Temperature

Operating:	-10°C to +60°C
Storage:	-40°C to +70°C
Relative Humidity:	5-95% Non-condensing

Radio specifications

Network Support	900 MHz Mobitex networks
Interface Protocols:	MASC (Mobitex Asynchronous Communications) protocol

Frequency

Transmitting:	896 to 902 MHz, 12.5 kHz Channels
Receiving:	935 to 941 MHz, 12.5 kHz Channels

Regulatory compliance

Handheld complies with:	FCC part 15, 90

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